

## Filing a Complaint at Otsego Memorial Hospital

Otsego Memorial Hospital has established a Patient Relations Program to provide a recognized channel through which patients, families and visitors can voice complaints and/or concerns and efforts can be made to investigate and resolve them in a timely manner.

All complaints and/or concerns should be directed to the Administrator on Call. If you prefer to communicate in writing, correspondence may be directed to:

**Risk Manager  
Otsego Memorial Hospital  
825 N. Center Ave.  
Gaylord, MI 49735**

Written correspondence may also be left with the Hospital cashier located in the main lobby, between the hours of 8 a.m. and 8 p.m., seven days a week.

All complaints and concerns received will be investigated in a timely manner.

If you believe you have been improperly denied services, or wish to file a complaint, please contact the Administrator on Call at (989) 731-2100. You may also contact the Michigan Department of Consumer and Industry Services for assistance toll free at 1-800-882-6006.

Otsego Memorial Hospital's Risk Manager is responsible for investigating complaints and resolving issues on behalf of patients and residents.

If a patient has concerns regarding quality of care they may contact the Joint Commission at (630) 792-5000 or [www.jointcommission.org](http://www.jointcommission.org).

## Filing A Complaint with the State of Michigan Department of Community Health

Any patient of Otsego Memorial Hospital, McReynolds Hall, MedCare Walk-In Clinic, or OMH Medical Group practices may contact Otsego Memorial Hospital to discuss concerns related to their treatment or conditions within the facility.

Michigan law provides patients/residents with a process for reporting concerns related to an individual licensed by the State of Michigan to practice medicine or Health Care Facilities which fail to deliver services required by law.

Types of allegations investigated by the Bureau of Health Systems (BHS) include:

- physical, mental or sexual abuse of a resident or patient
- neglect of a resident or patient
- misappropriation of property
- failure to provide adequate care or in accordance with a physician's orders
- unsanitary conditions
- inadequate staffing to meet resident or patient care needs

Patients wishing to file a complaint may contact the Michigan Department of Community Health by phone, mail or file a complaint online. The complaint must include at a minimum:

- Complainant's name, address and telephone number
- Facility's name and location
- Resident/patient name and location
- Nature of complaint
- Date of incident

### Contact information is as follows:

**Michigan Dept. of Community Health  
Bureau of Health Systems  
Complaint Investigation Unit  
P.O. Box 30664  
Lansing, MI 48909**

**Complaint Hotline: (800) 882-6006**

**A Citizen's Guide to Filing A Compliant Against A Licensed Health Care Facility** is available online from the Michigan Department of Community Health website: [www.michigan.gov/mdch](http://www.michigan.gov/mdch).

## Complaint Investigation

If you file a complaint directly with Otsego Memorial Hospital, the Risk Manager or designee will investigate and follow up with you by phone and/or by mail.

Complaints filed with the state are investigated according to the Public Health Code, Act 368 of 1978.

# Maps and Information



Main Switchboard (989) 731-2100  
Toll Free Number (800) 322-3664  
Physician Referral (989) 731-2300



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M./Brochures/Risk Management/Complaint Resolution Brochure

# Complaint Resolution

